



BlueCross BlueShield
of Texas

City of Dallas – Retiree Low Plan Summary of Benefits

Blue Cross Group Medicare Advantage Open Access (PPO)SM

January 1, 2021 – December 31, 2021

This booklet gives you a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, call us and ask for the "Evidence of Coverage Benefits Insert."

INTRODUCTION TO SUMMARY OF BENEFITS

January 1, 2021 – December 31, 2021

	Blue Cross Group Medicare Advantage Open Access (PPO)SM
You have choices about how to get your Medicare prescription drug benefits	<ul style="list-style-type: none"> • One choice is to get your Medicare benefits through Original Medicare (fee-for-service Medicare). Original Medicare is run directly by the Federal government. • Another choice is to get your Medicare benefits by joining a Medicare health plan (such as Blue Cross Group Medicare Advantage Open Access (PPO)).
Tips for comparing your Medicare choices	<p>This Summary of Benefits booklet gives you a summary of what Blue Cross Group Medicare Advantage Open Access (PPO) covers and what you pay.</p> <ul style="list-style-type: none"> • If you want to compare our plans with other Medicare Health Plans, ask the other plans for their Summary of Benefits booklets. Or, use the Medicare Plan Finder on www.medicare.gov. • If you want to know more about the coverage and costs of Original Medicare, look in your current “Medicare & You” handbook. View it online at www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
Sections in this booklet	<ul style="list-style-type: none"> • Things to Know About Blue Cross Group Medicare Advantage Open Access (PPO) • Monthly Premium, Deductible, and Limits on How Much You Pay for Covered Services • Prescription Drug Benefits
Hours of Operation	<ul style="list-style-type: none"> • From October 1 to March 31, you can call us 7 days a week from 8:00 a.m. – 8:00 p.m. local time. • From April 1 to September 30, you can call us Monday through Friday from 8:00 a.m. – 8:00 p.m. local time.
Phone Numbers	<ul style="list-style-type: none"> • Call toll-free 1-888-984-4103. (TTY users should call 711).

Blue Cross Group Medicare Advantage Open Access (PPO)SM	
Who can join?	<p>To join Blue Cross Medicare Group Advantage Open Access (PPO), you must be enrolled in Part A and B, and be a retiree, or Medicare-eligible dependent of a retiree, of City of Dallas.</p> <p>Our service area includes anywhere in the United States.</p>
Which doctors, hospitals, and pharmacies can I use?	<p>Blue Cross Group Medicare Advantage Open Access (PPO) has a network of doctors, hospitals, pharmacies, and other providers. You may seek care from any provider that accepts Medicare and agrees to bill us. Your benefit levels are the same whether or not you utilize a network provider.</p> <ul style="list-style-type: none"> • You must generally use network pharmacies to fill your prescriptions for covered Part D drugs. • Call us and we will send you a copy of the <i>Provider Directory</i> and/or <i>Pharmacy Directory</i>.
What do we cover?	<p>Like all Medicare health plans, we cover everything that Original Medicare covers — and <i>more</i>.</p> <p>Our plan members get <i>all</i> of the benefits covered by Original Medicare. For some of these benefits, you may pay more in our plan than you would in Original Medicare. For others, you may pay less.</p> <p>Our plan members also get <i>more than what is covered by Original Medicare</i>. Some of the extra benefits are outlined in this booklet.</p> <p>We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.</p> <p>Call us and we will send you a copy of the formulary.</p>
How will I determine my drug costs?	<p>Our plan groups each medication into one of five “tiers.” You will need to use your formulary to locate what tier your drug is on to determine how much it will cost you. The amount you pay depends on the drug’s tier and what stage of the benefit you have reached. Later in this document we discuss the benefit stages that occur: Deductible, Initial Coverage, Coverage Gap, and Catastrophic Coverage.</p>

SUMMARY OF BENEFITS

January 1, 2021 - December 31, 2021

Blue Cross Group Medicare Advantage Open Access (PPO) SM	
MONTHLY PREMIUM, DEDUCTIBLE, AND LIMITS ON HOW MUCH YOU PAY FOR COVERED SERVICES	
How much is the monthly premium?	For information concerning the actual premiums you will pay, please contact your employer or your employer group benefits plan administrator. In addition, you must keep paying your Medicare Part B premium.
How much is the deductible?	This plan does not have a deductible for medical services.
Is there any limit on how much I will pay for my covered services?	<p>Yes. Like all Medicare health plans, our plan protects you by having yearly limits on your out-of-pocket costs for medical and hospital care. If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay the full cost for the rest of the year.</p> <p>Please note that you will still need to pay your monthly premiums and cost-sharing for your Part D prescription drugs.</p> <p>Your yearly limit(s) in this plan:</p> <ul style="list-style-type: none"> • \$1,500 for services you receive from in-network providers. • \$1,500 for services you receive from any provider. Your limit for services received from in-network providers and your limit for services received from out-of-network providers will count toward this limit.
Is there a limit on how much the plan will pay?	Our plan has a coverage limit every year for certain supplemental benefits. Contact us for the services that apply.

Blue Cross Group Medicare Advantage Open Access (PPO)SM

COVERED MEDICAL AND HOSPITAL BENEFITS

NOTE: Services with a * may require prior authorization or a referral from your doctor.

INPATIENT CARE

Inpatient Hospital Care*

Our plan covers an unlimited number of days for an inpatient hospital stay.

- In-network: \$250 copay per stay
- Out-of-network: \$250 copay per stay

OUTPATIENT CARE AND SERVICES

Outpatient Hospital Care/Surgery*

Outpatient hospital

- In-network: \$100 copay
- Out-of-network: \$100 copay

Ambulatory surgical center

- In-network: \$100 copay
- Out-of-network: \$100 copay

Doctor's Office Visits*

Primary care physician visit

- In-network: \$10 copay
- Out-of-network: \$10 copay

Specialist visit

- In-network: \$20 copay
- Out-of-network: \$20 copay

Blue Cross Group Medicare Advantage Open Access (PPO)SM

NOTE: Services with a * may require prior authorization or a referral from your doctor.

Preventive Care*

- In-network: \$0 copay
- Out-of-network: \$0 copay

Our plan covers many preventive services, including:

- | | | |
|---|---|--|
| <ul style="list-style-type: none"> • Abdominal aortic aneurysm screening • Alcohol misuse counseling • Bone mass measurement • Breast cancer screening (mammogram) • Cardiovascular disease (behavioral therapy) • Cardiovascular screenings • Cervical and vaginal cancer screening | <ul style="list-style-type: none"> • Colorectal cancer screenings (Colonoscopy, Fecal occult blood test, Flexible sigmoidoscopy) • Depression screening • Diabetes screenings • HIV screening • Medical nutrition therapy services • Obesity screening and counseling • Prostate cancer screenings (PSA) | <ul style="list-style-type: none"> • Sexually transmitted infections screening and counseling • Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease) • Vaccines, including Flu shots, Hepatitis B shots, Pneumococcal shots • “Welcome to Medicare” preventive visit (one-time) • Yearly “Wellness” visit |
|---|---|--|

Any additional preventive services approved by Medicare during the contract year will be covered.

Emergency Care

- In-network: \$120 copay
- Out-of-network: \$120 copay

See the “Inpatient Hospital Care” section of this booklet for other costs.

Urgently Needed Services

- In-network: \$10 copay
- Out-of-network: \$10 copay

Blue Cross Group Medicare Advantage Open Access (PPO)SM

NOTE: Services with a * may require prior authorization or a referral from your doctor.

Diagnostic Tests, Lab and Radiology Services, and X-Rays*

Diagnostic radiology services (such as MRIs, CT scans)

- In-network: \$20 copay
- Out-of-network: \$20 copay

Diagnostic tests and procedures

- In-network: \$10 copay
- Out-of-network: \$10 copay

Lab services

- In-network: \$10 copay
- Out-of-network: \$10 copay

Outpatient X-rays

- In-network: \$10 copay
- Out-of-network: \$10 copay

Therapeutic radiology services (such as radiation treatment for cancer)

- In-network: \$20 copay
- Out-of-network: \$20 copay

Blue Cross Group Medicare Advantage Open Access (PPO)SM

NOTE: Services with a * may require prior authorization or a referral from your doctor.

Hearing Services*

Exam to diagnose and treat hearing and balance issues

- In-network: \$20 copay
- Out-of-network: \$20 copay

Routine hearing exam

- In-network: \$0 copay for 1 routine hearing exam every year
- Out-of-network: \$0 copay for 1 routine hearing exam every year

Hearing aids

- In-network and Out-of-network: \$500 combined in-network and out-of-network allowance on hearing aids every 3 years

Dental Services*

Medicare-covered limited dental services (this does not include services in connection with care, treatment, filling, removal, or replacement of teeth)

- In-network: \$0 copay
- Out-of-network: \$0 copay

Blue Cross Group Medicare Advantage Open Access (PPO)SM

NOTE: Services with a * may require prior authorization or a referral from your doctor.

Vision Services*

Exam to diagnose and treat diseases and conditions of the eye

- In-network: \$20 copay
- Out-of-network: \$20 copay

Yearly glaucoma screening

- In-network: \$0 copay
- Out-of-network: \$0 copay

Eyeglasses or contact lenses after cataract surgery

- In-network: \$0 copay for 1 pair of eyeglasses (lenses and frames) or contact lenses after cataract surgery
- Out-of-network: \$0 copay for 1 pair of eyeglasses (lenses and frames) or contact lenses after cataract surgery

Routine eye exam

- In-network: \$20 copay for 1 routine eye exam each year
- Out-of-network: \$20 copay for 1 routine eye exam each year

Routine eye wear

- In-network and Out-of-network: \$70 eyeglasses allowance or \$105 allowance for contact lenses in lieu of eyeglasses. Combined in-network and out-of-network every 2 years.

Blue Cross Group Medicare Advantage Open Access (PPO)SM

NOTE: Services with a * may require prior authorization or a referral from your doctor.

Mental Health Care*

Inpatient visit

Our plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital. The inpatient hospital care limit does not apply to inpatient mental services provided in a general hospital.

The copays for hospital and skilled nursing facility (SNF) benefits are based on benefit periods. A benefit period begins the day you're admitted as an inpatient and ends when you haven't received any inpatient care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a SNF after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There's no limit to the number of benefit periods.

Our plan covers 90 days for an inpatient hospital stay.

Our plan also covers 60 "lifetime reserve days." These are "extra" days that we cover. If your hospital stay is longer than 90 days, you can use these extra days. But once you have used up these extra 60 days, your inpatient hospital coverage will be limited to 90 days.

- In-network: \$250 copay per admission
- Out-of-network: \$250 copay per admission

Outpatient group therapy visit with a mental health specialist

- In-network: \$20 copay
- Out-of-network: \$20 copay

Outpatient individual therapy visit with a mental health specialist

- In-network: \$20 copay
- Out-of-network: \$20 copay

Blue Cross Group Medicare Advantage Open Access (PPO)SM

NOTE: Services with a * may require prior authorization or a referral from your doctor.

<p>Skilled Nursing Facility (SNF)*</p>	<p>Our plan covers up to 100 days in a SNF.</p> <ul style="list-style-type: none"> In-network: \$0 copay per day for days 1-20 \$80 copay per day for days 21-100 Out-of-network: \$0 copay per day for days 1-20 \$80 copay per day for days 21-100
<p>Outpatient Rehabilitation*</p>	<p><u>Cardiac (heart) rehab services (for a maximum of 2 one-hour sessions per day for up to 36 sessions up to 36 weeks)</u></p> <ul style="list-style-type: none"> In-network: \$10 copay Out-of-network: \$10 copay <p><u>Occupational therapy visit</u></p> <ul style="list-style-type: none"> In-network: \$10 copay Out-of-network: \$10 copay <p><u>Physical therapy and speech and language therapy visit</u></p> <ul style="list-style-type: none"> In-network: \$10 copay Out-of-network: \$10 copay
<p>Ambulance* <i>(Medicare-covered ground and air transportation services)</i></p>	<p><u>Ground services</u></p> <ul style="list-style-type: none"> In-network: \$50 copay for each one-way trip Out-of-network: \$50 copay for each one-way trip <p><u>Air services</u></p> <ul style="list-style-type: none"> In-network: \$50 copay for each one-way trip Out-of-network: \$50 copay for each one-way trip
<p>Transportation*</p>	<p>Not Covered</p>

Blue Cross Group Medicare Advantage Open Access (PPO) SM	
NOTE: Services with a * may require prior authorization or a referral from your doctor.	
Medicare Part B Drugs *	<p><u>Part B chemotherapy drugs</u></p> <ul style="list-style-type: none"> • In-network: \$0 copay • Out-of-network: \$0 copay <p><u>Other Part B drugs</u></p> <ul style="list-style-type: none"> • In-network: \$0 copay • Out-of-network: \$0 copay

PRESCRIPTION DRUG BENEFITS	
Blue Cross Group Medicare Advantage Open Access (PPO) SM	
Stage 1: Part D Deductible	Because there is no prescription drug deductible for the plan, this payment stage does not apply to you.
Stage 2: Initial Coverage	<p>You pay the following (see table(s) below) until your total yearly drug costs reach \$4,130.</p> <p>Total yearly drug costs are the total drug costs paid by both you and our Part D plan.</p> <p>You may get your drugs at network retail pharmacies and mail order pharmacies.</p>

Cost Shares During the Initial Coverage Stage

Initial Coverage Stage: Standard Retail Pharmacy	
Standard Retail	Blue Cross Group Medicare Advantage Open Access (PPO) SM
Tier 1: Preferred Generic	One-month supply: \$10
	Three-month supply: \$30
Tier 2: Generic	One-month supply: \$10
	Three-month supply: \$30
Tier 3: Preferred Brand	One-month supply: \$25
	Three-month supply: \$75
Tier 4: Non-Preferred Drug	One-month supply: \$50
	Three-month supply: \$150
Tier 5: Specialty Tier	One-month supply: \$50
	Three-month supply: \$150

Initial Coverage Stage: Preferred Retail Pharmacy

Preferred Retail	Blue Cross Group Medicare Advantage Open Access (PPO) SM
Tier 1: Preferred Generic	One-month supply: \$5
	Three-month supply: \$15
Tier 2: Generic	One-month supply: \$5
	Three-month supply: \$15
Tier 3: Preferred Brand	One-month supply: \$20
	Three-month supply: \$60
Tier 4: Non-Preferred Drug	One-month supply: \$45
	Three-month supply: \$135
Tier 5: Specialty Tier	One-month supply: \$45
	Three-month supply: \$135

Initial Coverage Stage: Standard Mail Order Pharmacy

Standard Mail Order	Blue Cross Group Medicare Advantage Open Access (PPO) SM
Tier 1: Preferred Generic	One-month supply: \$10
	Three-month supply: \$20
Tier 2: Generic	One-month supply: \$10
	Three-month supply: \$20
Tier 3: Preferred Brand	One-month supply: \$25
	Three-month supply: \$50
Tier 4: Non-Preferred Drug	One-month supply: \$50
	Three-month supply: \$100
Tier 5: Specialty Tier	One-month supply: \$50
	Three-month supply: \$100

Initial Coverage Stage: Preferred Mail Order Pharmacy

Preferred Mail Order	Blue Cross Group Medicare Advantage Open Access (PPO) SM
Tier 1: Preferred Generic	One-month supply: \$5
	Three-month supply: \$10
Tier 2: Generic	One-month supply: \$5
	Three-month supply: \$10
Tier 3: Preferred Brand	One-month supply: \$20
	Three-month supply: \$40
Tier 4: Non-Preferred Drug	One-month supply: \$45
	Three-month supply: \$90
Tier 5: Specialty Tier	One-month supply: \$45
	Three-month supply: \$90

Initial Coverage Stage: Long-term Care and Out-of-network Pharmacies (one-month supply)

Blue Cross Group Medicare Advantage Open Access (PPO)SM	
Long-term Care Tiers 1-5	If you reside in a long-term facility, you pay the same as at a retail pharmacy.
Out-of-network Tiers 1-5	You may get drugs from an out-of-network pharmacy at the same cost as an in-network pharmacy. You generally must use a network pharmacy to fill your prescription.

Blue Cross Group Medicare Advantage Open Access (PPO)SM	
Stage 3: Coverage Gap	<p>Most Medicare drug plans have a coverage gap (also called the “donut hole”). This means that there’s a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$4,130.</p> <p>See the table(s) below for your costs during this stage. You stay in this stage until your year-to-date “out-of-pocket costs” (your payments) reach a total of \$6,550.</p>

Coverage Gap Stage: Standard Retail Pharmacy

Standard Retail	Blue Cross Group Medicare Advantage Open Access (PPO)SM
Tier 1: Preferred Generic	One-month supply: \$10
	Three-month supply: \$30
Tier 2: Generic	One-month supply: \$10
	Three-month supply: \$30
Tier 3: Preferred Brand	One-month supply: \$25
	Three-month supply: \$75
Tier 4: Non-Preferred Drug	One-month supply: \$50
	Three-month supply: \$150
Tier 5: Specialty Tier	One-month supply: \$50
	Three-month supply: \$150

Coverage Gap Stage: Preferred Retail Pharmacy

Preferred Retail	Blue Cross Group Medicare Advantage Open Access (PPO) SM
Tier 1: Preferred Generic	One-month supply: \$5
	Three-month supply: \$15
Tier 2: Generic	One-month supply: \$5
	Three-month supply: \$15
Tier 3: Preferred Brand	One-month supply: \$20
	Three-month supply: \$60
Tier 4: Non-Preferred Drug	One-month supply: \$45
	Three-month supply: \$135
Tier 5: Specialty Tier	One-month supply: \$45
	Three-month supply: \$135

Coverage Gap Stage: Standard Mail Order Pharmacy

Standard Mail Order	Blue Cross Group Medicare Advantage Open Access (PPO) SM
Tier 1: Preferred Generic	One-month supply: \$10
	Three-month supply: \$20
Tier 2: Generic	One-month supply: \$10
	Three-month supply: \$20
Tier 3: Preferred Brand	One-month supply: \$25
	Three-month supply: \$50
Tier 4: Non-Preferred Drug	One-month supply: \$50
	Three-month supply: \$100
Tier 5: Specialty Tier	One-month supply: \$50
	Three-month supply: \$100

Coverage Gap Stage: Preferred Mail Order Pharmacy	
Preferred Mail Order	Blue Cross Group Medicare Advantage Open Access (PPO)SM
Tier 1: Preferred Generic	One-month supply: \$5
	Three-month supply: \$10
Tier 2: Generic	One-month supply: \$5
	Three-month supply: \$10
Tier 3: Preferred Brand	One-month supply: \$20
	Three-month supply: \$40
Tier 4: Non-Preferred Drug	One-month supply: \$45
	Three-month supply: \$90
Tier 5: Specialty Tier	One-month supply: \$45
	Three-month supply: \$90
Blue Cross Group Medicare Advantage Open Access (PPO)SM	
Stage 4: Catastrophic Coverage	<p>After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail-order) reach \$6,550, you pay the greater of:</p> <ul style="list-style-type: none"> • 5% of the total cost, or • \$3.70 copay for generic (including brand drugs treated as generic) and a \$9.20 copayment for all other drugs

Blue Cross Group Medicare Advantage Open Access (PPO)SM

ADDITIONAL MEMBER BENEFITS

NOTE: Services with a * may require prior authorization or a referral from your doctor.

Acupuncture

Acupuncture for chronic low back pain (Medicare-covered)

- In-network: \$0 copay
- Out-of-network: \$0 copay

Acupuncture (non-Medicare-covered)

Not Covered

Chiropractic Care*

Medicare-covered manipulation of the spine to correct a subluxation (when 1 or more of the bones of your spine move out of position)

- In-network: \$20 copay
- Out-of-network: \$20 copay

Diabetes Supplies and Services*

Diabetes monitoring supplies

- In-network: \$0 copay
- Out-of-network: \$0 copay

Diabetes self-management training

- In-network: \$0 copay
- Out-of-network: \$0 copay

Blue Cross Group Medicare Advantage Open Access (PPO)SM

ADDITIONAL MEMBER BENEFITS

NOTE: Services with a * may require prior authorization or a referral from your doctor.

**Durable Medical Equipment
(wheelchairs, oxygen, etc.)***

- In-network: \$20 copay
- Out-of-network: \$20 copay

Wellness Programs

\$0 copay for SilverSneakers^{®†} Fitness Program

This benefit includes SilverSneakers instructor-led group fitness classes. At participating locations, you can take classes plus use exercise equipment and other amenities. Additionally, SilverSneakers FLEX[®] gives you options to get active outside of traditional gyms. SilverSneakers also connects you to a support network and virtual resources through SilverSneakers Live, SilverSneakers On-Demand[™] and a mobile app, SilverSneakers GO[™].

†SilverSneakers, SilverSneakers FLEX, SilverSneakers On-Demand, and SilverSneakers GO are registered trademarks or trademarks of Tivity Health, Inc.

Foot Care (podiatry services)*

Medicare-covered foot exams and treatment if you have diabetes-related nerve damage and/or meet certain conditions

- In-network: \$10 copay
- Out-of-network: \$10 copay

Routine podiatry services

- In- and out-of-network: \$10 copay per visit for routine podiatry visits up to 6 visits

Home Health Care*

- In-network: \$0 copay
- Out-of-network: \$0 copay

Opioid Treatment Program Services*

- In-network: \$0 copay
- Out-of-network: \$0 copay

Blue Cross Group Medicare Advantage Open Access (PPO)SM

ADDITIONAL MEMBER BENEFITS

NOTE: Services with a * may require prior authorization or a referral from your doctor.

Outpatient Substance Abuse Services*

Group therapy visit

- In-network: \$10 copay
- Out-of-network: \$10 copay

Individual therapy visit

- In-network: \$20 copay
- Out-of-network: \$20 copay

Over-the-Counter Items

Not Covered

Prosthetic Devices (*braces, artificial limbs, etc.*)*

Prosthetic devices

- In-network: \$20 copay
- Out-of-network: \$20 copay

Related medical supplies

- In-network: \$20 copay
- Out-of-network: \$20 copay

Meals

Not Covered

Renal Dialysis*

- In-network: \$0 copay
- Out-of-network: \$0 copay

Supplemental Telehealth Services

- In-network: \$5 copay for urgent care; \$20 copay for outpatient mental health; \$20 copay for outpatient mental health psychiatric visit through MDLive.

Hospice

You pay nothing for hospice care from a Medicare-certified hospice. You may have to pay part of the total costs for drugs and respite care. Hospice is covered outside of our plan. Please contact us for more details.



**BlueCross BlueShield
of Texas**

Blue Cross and Blue Shield of Texas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of Texas does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Texas:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator

If you believe that Blue Cross and Blue Shield of Texas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hpsc.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company,
an Independent Licensee of the Blue Cross and Blue Shield Association

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.
Call 1-877-299-1008 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al 1-877-299-1008 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.
Gọi số 1-877-299-1008 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-299-1008 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-877-299-1008 (TTY: 711) 번으로 전화해 주십시오.

ملحوظ: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متوفرة لك بالجمان. اتصل رقم 1-877-299-1008 (رقم هاتف الصم والبكم: 711).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-877-299-1008 (TTY: 711)۔

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-299-1008 (TTY: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.
Appelez le 1-877-299-1008 (ATS: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

1-877-299-1008 (TTY: 711) पर कॉल करें।
توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بہ صورت رایگان برای شما فراہم می باشد۔
(رقم هاتف الصم والبكم: 711) تماس بگیرید۔

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-299-1008 (TTY: 711).

धुयना: જો તમે ગુજરાતી બોલતા હો, તો ના:ધુવડ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-877-299-1008 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
Звоните 1-877-299-1008 (телефайп: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 1-877-299-1008 (TTY: 711)
まで、お電話にてご連絡ください。

ໃບດຊາຍ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຄ້ອຍເຄືອຕ້ອນພາສາ, ໃດຍບໍ່ຄ່າຈ້າງ, ຄວນມີຜົນໃຫ້ທ່ານ. ໂທສ
1-877-299-1008 (TTY: 711).



**BlueCross BlueShield
of Texas**

Out-of-network/non-contracted providers are under no obligation to treat Blue Cross Medicare members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services

This information is not a complete description of benefits. Call 1-888-984-4103 (TTY: 711) for more information.

PPO plans provided by Blue Cross and Blue Shield of Texas, which refers to HCSC Insurance Services Company (HISC). PPO employer/union group plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HCSC and HISC are Independent Licensees of the Blue Cross and Blue Shield Association. HCSC and HISC are Medicare Advantage organizations with a Medicare contract. Enrollment in these plans depends on contract renewal.